

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

National Conveyors

Connecticut State Technology Extension Program

CONNSTEP Provides Invaluable ISO Certification Guidance

Client Profile:

National Conveyors Company Inc., founded in 1933, is a specialized bulk material handling and processing company based in East Granby, Connecticut. The company employs an average of 20 people. National Conveyors handles metal scrap from machining operations, ash from solid fuel fired boilers, and other dry bulk materials. Their customers range from Fortune 500 manufacturers, power plants, automotive companies, governmental facilities, and plastics and heavy equipment manufacturers. National Conveyors has engineered, designed and manufactured equipment installed in companies world wide.

Situation:

National Conveyors has had an ongoing relationship with the Connecticut State Technology Extension Program (CONNSTEP), a NIST MEP network affiliate, since 2002. The first project was an ISO 14001 certification which was customer mandated. National Conveyors is one of only a few companies in Connecticut to be ISO 14001 certified. The company realized that although their clients had not yet requested they become ISO 9001 certified, they would greatly benefit from the certification. They wanted to become a more qualified vendor for customers. National Conveyors decided to pursue ISO 9001:2000 certification and once again looked to CONNSTEP for assistance.

Solution:

CONNSTEP performed a gap analysis to ascertain the status of National Conveyors' present quality system. Management was trained to understand their duties and responsibilities to the new ISO standards. An awareness orientation was performed for the employees. CONNSTEP then lead National Conveyors through the process of updating their existing documentation to conform to the ISO 9001 standards. Selected personnel were trained to perform internal quality audits. The registrar recommended that National Conveyor be awarded with ISO 9001:2000 in November 2004. Certification was awarded in December 2004.

Results:

- * Improved quality.
- * Increased sales opportunities.
- * Retained sales.
- * Improved documentation.

Testimonial:

"By achieving ISO 9001 certification, we have realized improvement in quality. More problems are now being corrected internally rather than at the customer's site. Because of our satisfaction with the 14001 certification, it was only natural for us to continue to work with CONNSTEP. Their assistance is

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very satisfying."

Arnold Serenkin, President